

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2009

Date filed: February 27, 2009

Names and Form 499 Filer IDs of companies covered by this certification¹:

MetroPCS California, LLC	821528
MetroPCS Florida, LLC	825836
MetroPCS Georgia, LLC	821526
MetroPCS Michigan, Inc.	825647
MetroPCS Texas, LLC	825648
MetroPCS Nevada, LLC	827147
MetroPCS Pennsylvania, LLC	827149

Name of signatory: Roger D. Linquist

Title of signatory: President & CEO

I, Roger D. Linquist, certify that I am an officer of the companies named above (collectively, "MetroPCS"), and acting as an agent of MetroPCS, that I have personal knowledge that MetroPCS has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the procedures of MetroPCS ensure that MetroPCS is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

MetroPCS has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

MetroPCS has received one customer complaint in the past year concerning the unauthorized release of CPNI, which are summarized in the accompanying statement along with a description of remediation efforts undertaken in response to each complaint.

Signed



¹ This certification also covers, to the extent required, the following MetroPCS affiliates not listed above: MetroPCS Wireless, Inc., which holds an international Section 214 authorization issued by the Commission but does not have its own Form 499 Filer ID because it provides service through the subsidiaries listed herein; and MetroPCS AWS, LLC and MetroPCS 700 MHz, LLC, each of which holds licenses issued by the Commission but has no customers and no Form 499 Filer ID. If and when MetroPCS AWS, LLC and MetroPCS 700 MHz, LLC begin serving customers, their customers' CPNI will be handled in accordance with the same procedures described in the accompanying statement. MetroPCS New York, LLC and MetroPCS Massachusetts, LLC each began serving customers on February 4, 2009, served no customers prior to January 1, 2009, and are not required to be included in this certification. The CPNI for customers of MetroPCS New York, LLC and MetroPCS Massachusetts, LLC is being handled in accordance with the same procedures described in the accompanying statement.

Statement

MetroPCS is a provider of Commercial Mobile Radio Service ("CMRS") and does not offer telecommunications services to its customers in categories other than CMRS. MetroPCS does not currently use customer proprietary network information ("CPNI") for the purpose of marketing services other than CMRS and customer premises equipment and information services related to its CMRS services (collectively, "CMRS-Related Services") to its customers, nor does MetroPCS disclose CPNI to, or permit access to CPNI by, third parties except for the purpose of providing or marketing CMRS-Related Services, other than pursuant to requests by duly-authorized law enforcement officials. Consequently, MetroPCS is not required to maintain either an "opt-in" or "opt-out" system with respect to CPNI, although it voluntarily offers its customers the ability to opt out of marketing messages relating to CMRS-related Services sent by MetroPCS. In the event that MetroPCS were to change the ways in which it uses CPNI, any such change would be reviewed and approved by MetroPCS' CEO, who is familiar with the FCC's rules governing the use of CPNI and who is the certifying officer for CPNI purposes.

MetroPCS has established procedures to maintain the security of CPNI of its customers. For example, MetroPCS maintains all CPNI on a secure VeriSign (now Conversys) and/or Amdocs server (MetroPCS is in the process of transitioning from Verisign (now Conversys) to Amdocs servers), and CPNI is accessible only through a reporting tool available to MetroPCS employees at corporate headquarters and in the field. MetroPCS requires that each customer establish a unique, secure password upon service activation, and releases non-call detail CPNI by telephone only to a subscriber upon the subscriber's provision of the correct password. In the event that a subscriber cannot supply a valid password, non-call detail CPNI will be released only upon the presentation of unique identifying information establishing that the requesting party is, in fact, the subscriber whose records are requested. Additionally, MetroPCS releases call detail records to customers only upon an in-person request and presentation of valid identification. If a customer's identification does not match the records of MetroPCS (for example, in the case of a customer whose handset is provided by his or her employer), then a person in the store will place a call to the handset in order to verify the customer's identity.

MetroPCS has received one customer complaint in the past year relating to CPNI resulting from a sales representative at a retail store failing to follow proper procedures to fully identify a customer before providing call detail records. As a result, MetroPCS has made revisions to its Verisign (now Conversys) customer support software that makes it more difficult for retail store employees to disclose CPNI without first following all required procedures to fully authenticate the requesting customer, and is working to make similar modifications to its Amdocs customer support software.